

North Bedford Primary Care Hub

Patient Engagement



Patient survey open
from 25 May 2022 –
20 July 2022.

Background – Who are we?

Bedfordshire, Luton and Milton Keynes Clinical Commissioning Group (BLMK CCG) is the NHS organisation responsible for planning, organising and buying NHS-funded healthcare for over 1 million people living in Bedfordshire, Luton and Milton Keynes. This includes hospital services, community health services, community pharmacies and mental health services.

BLMK CCG is run by GP's, nurses, hospital doctors and other clinicians – the people you see whenever you come into contact with the NHS. All 95 GP practices across Bedfordshire, Luton and Milton Keynes are members of the CCG.

We are committed to delivering local, high-quality healthcare services while making sure we achieve the best value for money and equity of access for our growing population.

BLMK CCG is working with The De Parys Group to deliver a new Primary Care Hub for their registered patients. The new Hub will be located in the Enhanced Services Centre, which is based in the Bedford Health Village, 3 Kimbolton Road, Bedford.

The De Parys Group (TDPG) (which also forms the North Bedford Primary Care Network) currently serves a population of just under 40,000 from six premises across the town. The practice has been formed through a merger between three previous practices, with a catchment spanning across most of the geography of Bedford Borough, an area of significant housing growth.

What is this document about?

It is important that primary care services can meet the demand of the growing population and BLMK CCG has to consider the way it delivers services across the region now and in the future. To that end we work very closely with local GP practices to ensure that they are given the best opportunities to deliver high quality services to patients.

We would like your views on the plans for The De Parys Group to relocate to the Enhanced Services Centre, based in the Bedford Health Village, 3 Kimbolton Road, Bedford where they would deliver your primary care services from a newly refurbished facility.



What are we proposing to do?

The De Parys Group currently has 6 GP practice locations in Bedford Borough from where they deliver primary care services. Since July 2019 same day access appointments for De Parys Group patients have been delivered from Gilbert Hitchcock House, located on the former Bedford Hospital North Wing Site, Kimbolton Road.



There is an opportunity to bring together all of the primary care services, including same day access appointments, delivered by the De Parys Group into a purpose designed area of the Enhanced Services Centre. This would mean that De Parys Surgery, Pemberley Surgery, Goldington Road Surgery and Gilbert Hitchcock House, would be relocated to the Hub.



The De Parys Group will continue to deliver the existing range of primary care services from the Church Lane Medical Centre and the new Biddenham facility (which will replace the current branch surgery in Bromham), where care is provided for patients who live in communities further away from the town centre.

Why is change needed?

By bringing together primary care services in one location, The De Parys Group will be able to improve access to appointments for patients. Staff will be able to work more flexibly and work together more closely to improve care for patients. The new facility will have accessible purpose-built appointment rooms that provide flexible space.

The current premises are largely converted Victorian residential properties, which are not compliant with current modern healthcare facilities; for example, consulting rooms on the upper floors can only be reached by steep staircases and are not accessible to all patients. Due to the nature of the properties, there is very little scope for making improvements. There is also insufficient space within the premises for the number of patients on the practice list which can make it difficult for patients to get appointments quickly and limits the range of services that can be offered.



Current provision by The De Parys Group

De Parys 23 De Parys Avenue, Bedford	Opening Hours
Monday	08:00-18:30
Tuesday	08:00-18:30
Wednesday	08:00-18:30
Thursday	08:00-18:30
Friday	08:00-18:30
Saturday	08:00-12:00 (extended hours service)
Sunday	Closed

Goldington Road 2 Goldington Road, Bedford	Opening Hours
Monday	08:00-18:30
Tuesday	08:00-18:30
Wednesday	08:00-18:30
Thursday	08:00-18:30
Friday	08:00-18:30
Saturday	Closed
Sunday	Closed

Pemberley 32 Pemberley Avenue, Bedford	Opening Hours
Monday	08:00-18:30
Tuesday	08:00-18:30
Wednesday	08:00-18:30
Thursday	08:00-18:30
Friday	08:00-18:30
Saturday	Closed
Sunday	Closed

Church Lane 147A Church Lane, Bedford	Opening Hours
Monday	08:00-18:30
Tuesday	08:00-18:30
Wednesday	08:00-18:30
Thursday	08:00-18:30
Friday	08:00-18:30
Saturday	Closed
Sunday	Closed

Bromham* Molivers Lane, Bromham	Opening Hours
Monday	08:00-18:00
Tuesday	08:00-18:00
Wednesday	08:00-18:00
Thursday	08:00-18:00
Friday	08:00-18:00
Saturday	Closed
Sunday	Closed

*The Bromham location will close, with services being relocated to the new Biddenham facility, which is planned to open in 2023.

Current list size for The De Parys Group

The De Parys Group has a patient list size of approximately 40,000. This is expected to grow over the coming years as a result of intended housing growth in the Borough. It is expected that a proportion of new residents will register with the De Parys Group.

What are the benefits of the new Primary Care Hub at the Enhanced Services Centre?

- A new purpose built, accessible facility, which meets the required standards for modern medical services
- The new facility will provide capacity to help The De Parys Group continue to improve access to a range of appointments for their patients
- The hub will enable The De Parys Group to provide access to innovative services developed in line with patient need
- Working from a purpose-built facility, with opportunities for colleagues from across primary care to work together not only improves patient care but encourages development for primary care colleagues, and helps the practice to retain staff and aids recruitment
- As a prominent training practice within the town, relocation of the existing surgeries into one site will support The De Parys Group to consolidate and expand their training offer – helping to develop the future primary care workforce for the local area
- Bringing together primary, community, mental health and secondary care (hospital and community care) on the same site will improve the way in which services work together to enable them to provide joined up care for patients, improving health outcomes
- The De Parys Group patients will benefit from easy access to a range of services on the Bedford Health Village site



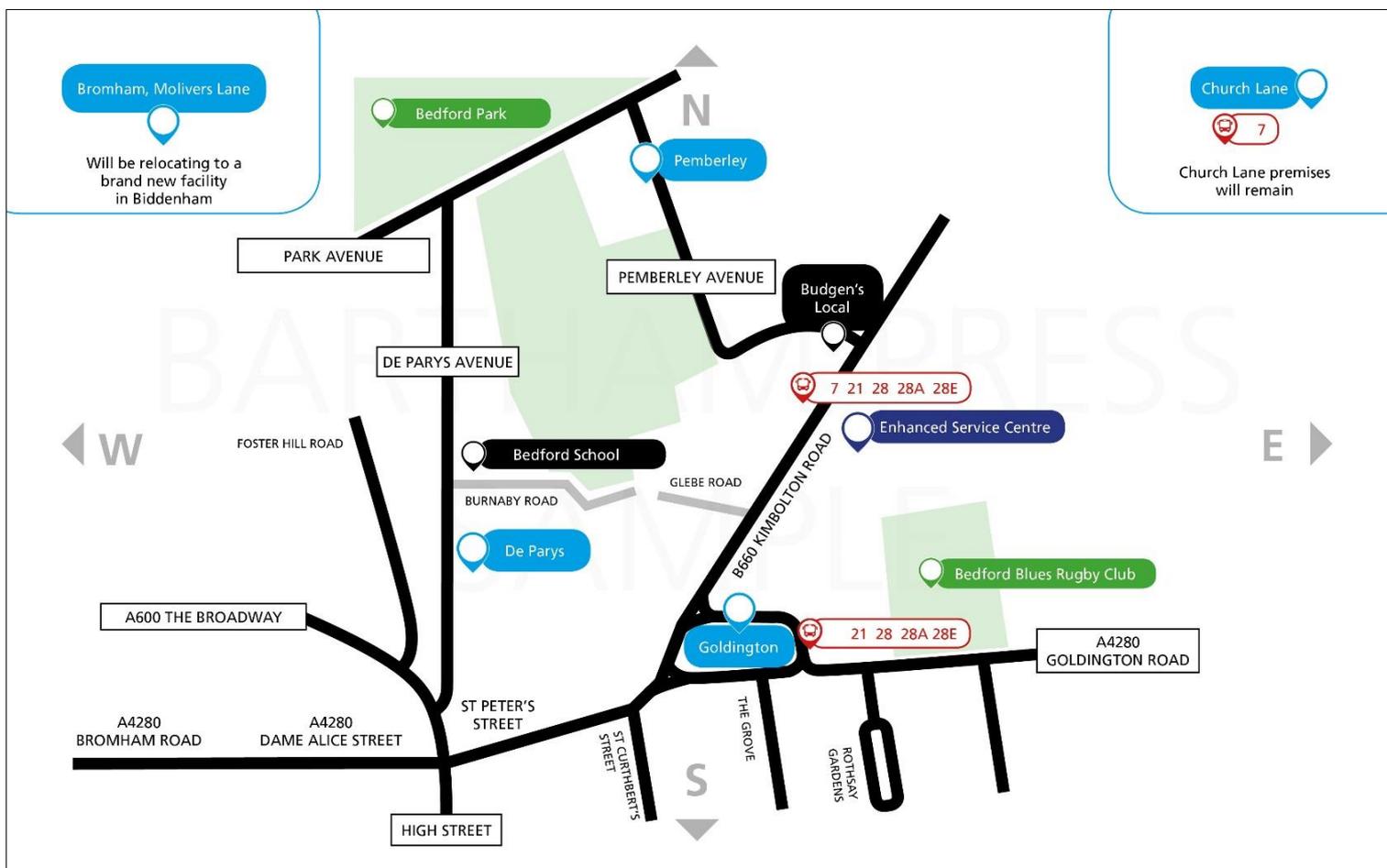
In addition, the Hub will support the development of integrated teams and increase opportunities for services to work together with other community-based services that can positively impact on health and well-being of patients providing the right care at the right time. It will enable the Primary Care Network to develop robust multi-disciplinary teams through providing the right accommodation for the range of health professionals now working alongside The De Parys Group practice GPs and nurses, such as physiotherapists, mental health link workers, social prescribers, clinical pharmacists, care co-ordinators and paramedics.

A Transport Strategy and Car Parking Management Plan for the Health Village site are in development, with the aim of ensuring an appropriate level of on-site car parking for the new Hub (including disabled parking), whilst also encouraging more sustainable modes of travel, such as walking, cycling, and public transport (and car sharing for staff). Feedback from patients via the patient survey will help to inform these plans.

The Bedford Health Village site has significant parking provision, with over 250 car parking spaces in total, and over 90 of these currently available to visitors to the site (e.g. patients and their carers). The number of spaces to be made available to staff and visitors and charging arrangements will be reviewed as part of the development of the Car Parking Management Plan. There are also two nearby large pay and display car parks accessible to the public.

A summary of the routes and frequency of service of buses calling within close proximity to the Health Village site are outlined in the table below.

Service	Route	One-Way Frequency		
		Monday-Friday	Saturday	Sunday
7	Bedford – Woodside	Every 30 minutes	Every 30 minutes	Hourly
21	Abbeyfields – Bedford – Woodlands Park	Hourly	Hourly	-
28	Bedford – Riseley – Kimbolton – Bedford	Every 2 hours	Every 2 hours	-
28A	Bedford – Keysoe – Little Staughton – Colmworth – Bedford	Every 2 hours	Every 2 hours	-
28E	Bedford – Riseley - Bedford	Three daily (approx. 07:58, 17:47 and 18:38)	-	-



Next steps and Timeframes

BLMK CCG and The De Parys Group are working closely to ensure the new Hub is designed in a way to best meet patient demand and to ensure high quality primary care services are delivered and integrated with wider services to benefit patients.

This patient engagement will run until Wednesday 20 July 2022, views gathered will then be used to inform the business case being developed to support the relocation.

It is anticipated that this new facility will open in early 2024, although the relocation is subject to approval of the final business case.

What do you think of our proposal?

Please complete the patient survey to share your views, you can complete it online at <https://eu.surveymonkey.com/r/NBPrimaryCareHub> or pick up a copy in your De Parys Group GP Practice. **The survey is open until midnight on Wednesday 20 July 2022.**

Please complete the
survey to share
your views, you
can complete it online at
<https://eu.surveymonkey.com/r/NBPrimaryCareHub>
or scan the QR code.



Do you need this document in a different format?

Email: blmkccg.communications@nhs.net

Or ask in your De Parys Group practice.